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Sep 30 2003 10:48PM Attorney at Law	607 687-7848	p.1
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE In Re Application of Applicant : S. M. Jordan, et al. Serial No. : 09/632,341 Filed : 3 Aug 2000 Examiner : Rachel L. Porter Group : 3626 Entitled : System and Method for Measuring and Managing Performance in an Information Technology Organization Docket No. : END920000041USA1 Commissioner For Patents P. O. Box 1450 Alexandria, VA 22313-1450 CERTIFICATE OF FACSIMILE TRANSMISSION UNDER 37 CFR 1.8 I hereby certify that the following attached correspondence comprising 37 pages: CERTIFICATE OF FACSIMILE TRANSMISSION 1 page AMENDMENT/RESPONSE TRANSMISSION (2 COPIES) 2 pages AMENDMENT 34 pages is being facsimile transmitted by me to the United States Patent and Trademark Office, Art Unit 3626, at Fax No. (703) 372-9306. SHELLEY N BECKSTRAEDT 		

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amendment/Response Transmittal

In Re Application of

Applicant : S. M. Jordan, et al.
Serial No. : 09/632,341
Filed : 3 Aug 2000
Examiner : Rachel L. Porter
Group : 3626
Entitled : System and Method for Measuring and Managing Performance in an Information Technology Organization
Docket No. : END920000041US1

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Sir:

OCT 27 2003

Transmitted herewith for filing is an **Amendment/Response** in the above-identified Application.

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- The fee has been calculated as shown below:

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Any additional filing fees required under 37 C.F.R. 1.16.
 Any patent application processing fees under 37 C.F.R. 1.17.

Respectfully submitted,

S. M. Jordan, et al.

By: Shelley M Beckstrand
Attorney: Shelley M Beckstrand
Registration No.: 24,886
Telephone: (607) 687-9913
Fax: (607) 687-7848

Address: 314 Main Street
Owego, NY 13827-1616

Date: 30 Sep 2003

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of

Applicant : S. M. Jordan, et al.
Serial No. : 09/632,341
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and Managing Performance in an
Information Technology
Organization
Docket No. : END920000041US1

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Commissioner For Patents
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AMENDMENT/RESPONSE TRANSMITTAL (1 COPY)	1 pages
AMENDMENT	34 pages

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States Patent and Trademark Office, Examiner Rachel L.
Porter at (703) 746-7277 on 23 October 2003. This is a
second transmission at request of the Examiner of this
Amendment, which was previously transmitted 30
September 2003.

SHELLEY M BECKSTRAND



10/3/03

S.E

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of

Applicant : S. M. Jordan, et al.
Serial No. : 09/632,341
Filed : 3 Aug 2000
Examiner : Rachel L. Porter
Group : 3626
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Managing Performance in an Information
Technology Organization
Docket No. : END920000041US1

AMENDMENT

Honorable Commissioner
for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Responsive to the Office action of 29 Aug 2003, please
amend the above-identified application as follows:

END920000041US1

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S/N 09/632,341